

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Agency
Telecommunications
Management**

Chapter Title:

**Chief Agency
Telecommunications
Representative/Agency
Telecommunications
Representatives
(CATR/ATRs)**

Chapter Number:

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PURPOSE

To define the roles and responsibilities of the Chief Agency Telecommunications Representative ([CATR](#)) and the Agency Telecommunications Representatives ([ATR](#)).

POLICY

Each State agency is required to designate a single CATR. The CATR assists the Department of Technology Services–Statewide Telecommunications and Network Division ([DTS-STND](#)) in the management of telecommunications and network services, and provides a single point of contact to DTS-STND on telecommunications-related matters. The CATR may appoint one or more ATR(s) to assist in the day-to-day telecommunications activities of their agency.

RESPONSIBILITIES

CATR (One Per Agency):

- Is at the supervisor/manager level or above [i.e., Data Processing Manager I/II/III/IV, Staff Services Manager (SSM) I/II/III; Telecommunications Systems Manager (TSM) I/II; Business Services Officer (BSO) (Supervising) I/II/III; Career Executive Assignment (CEA), etc.]
- Is the primary point of contact with DTS-STND for agency telecommunications matters.
- Must register with the STND by completing a CATR/ATR Designation Form ([STND-965](#)). This registration provides authority to act as the primary contact with the STND, and to approve the purchase of telecommunications products and services by the CATR, and as applicable, ATRs. These purchases are made through the telecommunications Service Request form ([STD. 20](#)) and as needed, the Contract/Delegation Purchase Order form ([STD. 65](#)).
- Delegates day-to-day telecommunications management responsibility within the agency based on workload, geography or functional area of responsibility, by designating ATR(s) as needed. The CATR should coordinate with the ATRs to develop agency/local telecommunications policies and procedures in compliance with state law and policy.
- Provides oversight for and has knowledge of, agency telecommunications functions; has the ability to make or elevate telecommunications-related decisions on behalf of the

- entire agency. Coordinates and communicates the resolution of significant telecommunications issues with field offices, districts, boards, etc., as appropriate.
- Takes action as appropriate, and disseminates critical and time-sensitive telecommunications information, including [ATR Bulletins](#) and State Telecommunications Management Manual ([STMM](#)) updates to management, ATRs and other impacted entities.
 - Helps ensure that state policy implementation or DTS-STND requests for information are completed. Keeps agency management and staff informed of policy changes, and oversees agency procedures and developments pertaining to telecommunications services.
 - Includes STND in the planning of major projects that will require California Integrated Information Network Master Services Agreement ([CALNET MSA](#)) services or STND support.
 - Should be familiar with and follow established STMM guidelines and procedures.
 - Appoints or helps ensure that the agency appoints a Directory Listing Coordinator ([DLC](#)). The DLC is the liaison between the agency and DTS-STND in matters related to telephone and address listings for the online and printed State Telephone Directory.
 - As determined by the agency, may also perform some or all of the duties of an ATR (day-to-day telecommunications duties), especially if at a small agency.

ATR(S) (Agency Designates As Many As Needed):

- Performs the day-to-day telecommunications activities for an agency or sub-unit of an agency (i.e., a large agency may have an ATR for each of its field offices or divisions; a small agency may have only one ATR or just a CATR).
- Must register with STND by completing a CATR/ATR Designation Form (STND-965). The STND-965 must be signed by the CATR or other authorized manager. This provides authority to act as a contact with DTS-STND, and to approve the purchase of telecommunications products and services through the STD. 20 process for the agency and as outlined by the STMM.
- Completes, signs, and submits STD. 20s and STD. 65s per state policy and procedures to order telecommunications products and services. Per agency processes, reviews, edits, approves, and signs STD. 20s and telecommunications-related STD. 65s prepared by other agency personnel. Coordinates and submits these orders to vendors.
- Coordinates with the CATR as needed to share information; to implement state policy and respond to DTS-STND action/information requests; to resolve telecommunications issues; and to develop local policy and procedures based on state law and policy.
- Elevates telecommunications-related decisions to the CATR and/or others per agency processes.
- Reviews and follows up on agency-initiated telecommunications requests, and implements systems and services in compliance with STMM, ATR Bulletins and established agency policies, procedures, and plans.
- Per agency procedures, keeps management and staff informed of policy changes, new service offerings, and current procedures and developments pertaining to telecommunications services.
- May arrange for repair and maintenance of telecommunications systems. Maintains timely and accurate systems and service records.

- Monitors telecommunications systems and services for appropriate and cost-effective use. With the CATR, establishes processes to maintain systems security, including identifying and reporting fraud and abuse of telephones to management.
- Should be familiar with and adhere to the telecommunications sections of the SAM and follow established STMM guidelines and procedures.
- Provides or arranges to obtain training for staff on telecommunications products and services per the agency policy/procedures.
- May perform the duties of a state Directory Listing Coordinator (DLC) (especially in a small agency).

DTS-STND:

- Acts as liaison with CATR/ATRs, and is an active resource to provide information and assistance by telephone, e-mails, meetings, and related means; and through the resource information on the DTS-STND homepage.
- Oversees and maintains a database with CATR/ATR information for the purpose of communicating telecommunications-related law and policy changes and updated information to those on the list.
- Through review of the STND-965, verifies CATR/ATRs authority to sign Form 20s to purchase telecommunications products and services.
- Provides CATR/ATR list updates weekly to the CALNET MSA contractors to inform them of the CATR/ATRs authorization to submit STD. 20 orders for services before they are fulfilled.

PROCEDURES

1. Use the **STND-965 form** to notify DTS-STND of any additions or deletions to an agency's designated CATR or ATR(s), or changes to their information.
2. Download the form and instructions from the DTS-STND homepage or directly from the link in the Appendix below.
3. Fill out required fields on the form per the instructions below. Please print clearly.
4. The CATR or the CATR's supervisor must sign and date the form as appropriate.
5. Fax or mail the completed form to the STND at:

Fax:

(916) 657-9326
ATTN: CATR/ATR Coordinator
Statewide Telecommunications
and Network Division

Mail:

Department of Technology Services
Statewide Telecommunications
and Network Division
P. O. Box 1810, STND F-14
Rancho Cordova, CA 95741-1810
ATTN : CATR/ATR Coordinator

APPENDIX

- CATR/ATR Designation Form ([STND-965](#)) and [Instructions](#)
- Telecommunications Service Request Form ([STD. 20](#)) and [Instructions](#)
- Contract/Delegation Purchase Order ([STD. 65](#)) and [Instructions](#)